

We set out the main points about our Life Cover below. Your personal quotation shows what the plan may cost. Please read both carefully and keep them with your plan documents if you go ahead.

Its aims

- To pay a cash sum if you die or are diagnosed with a terminal illness during the cover term. If we pay the cash sum, the plan will end.
- To allow you to alter the cover level as your protection needs change.

Your commitment

- To answer all questions truthfully, accurately and completely to the best of your knowledge when applying for your plan and when making a claim.
- To tell us if there is a change to your health, family history, occupation, occupational duties, working or travelling abroad, country of residence, or you take part in any hazardous pastime. Your commitment to tell us continues until the date the cover you're applying for starts.

If these commitments aren't met we may not pay a claim.

- To make monthly or yearly payments throughout the cover term.
- To tell us:
 - within one month of disablement for a waiver claim
 - within three months of diagnosis for a terminal illness claim.
- To allow us access to your medical records to consider a claim

Risk factors

- If you stop your payments the plan will stop and you'll get nothing back.
- The plan will never have a cash-in value.
- We may not pay a claim in some cases. *Please see 'What will stop the plan paying out?' on page 2.*
- Inflation will reduce the spending power of any money you get back in the future.
- You should regularly review the amount of cover to make sure it's still sufficient for your needs.

Questions and answers

What is Friends Provident Life Cover?

- It's a plan that pays a cash sum if you die or are diagnosed with a terminal illness during the cover term. If we pay the cash sum, the plan will end.
- You choose how much cover you need, whether you want level cover or decreasing cover and how long you want it to last.
- Level cover can be for any number of years from 5 to 40, as long as you're aged under 85 at the end. The cash sum stays the same throughout the cover term.



Questions and answers *continued*

- Decreasing cover can be for any number of years from 10 to 40, as long as you're aged under 85 at the end. The cover term is normally the same as the remaining term of your mortgage. The cash sum reduces over the cover term, normally in line with the outstanding amount of your mortgage.
- You can set it up on your life so we pay the cash sum if you die during the cover term, or are diagnosed with a terminal illness at least 18 months before the end of the cover term. Or you can set it up on two lives so we pay the cash sum on the first death during the cover term or first diagnosis at least 18 months before the end of the cover term.
- You must be aged 18 or over to take out the plan.
- If you write the plan in trust, we'll pay the cash sum to the trustees.

How flexible is it?

- The plan is flexible enough to meet your changing needs and allows you:
 - to increase or reduce the cover level
 - to increase or reduce the cover term.
- Increases may be subject to your health, occupation and pastimes at the time. Any changes are also subject to the terms and conditions at that time.

Mortgage Increase and Extension Option

- If you're under age 50 and in good health we'll include this option.
- It allows you, subject to certain limits, to take out extra cover without evidence of health, occupation or pastimes if you increase your mortgage, either to move house or pay for home improvements.
- Or you can extend the cover term, subject to certain limits, without further evidence of health, occupation or pastimes to cover the new term of your mortgage.
- You can exercise these options during the cover term up to your 55th birthday.
- If you increase your cover or extend the term your payments will increase.

Special Events Option

- If you're under age 50 and in good health, we'll include this option in level cover versions but not decreasing cover versions.

- This allows you, subject to certain limits, to take out extra cover, without further evidence of health, occupation or pastimes on your marriage, registration of a civil partnership, on the birth of your child or your legal adoption of a child under 16.
- You can exercise this option during the cover term up to your 55th birthday.
- If you increase your cover or extend the term your payments will increase.

When does the plan pay out?

- We'll pay the cash sum if you die during the cover term. The plan will then end.
- We'll pay the cover earlier if you're diagnosed as having a terminal illness expected to cause death within 12 months of diagnosis. The cover will then end.
- The diagnosis of a terminal illness must take place at least 18 months before the end of the cover term and you must tell us about it within 3 months.

What other benefits can I choose?

Waiver benefit

- If you're aged under 55, in good health and not in a higher-risk occupation, you can include waiver benefit from the start for an extra charge.
- We'll then keep your payments going for you if illness or accidental injury stops you from working for more than six months. If you're not in full-time employment, we'll look at your ability to do certain basic tasks instead. We'll carry on your payments for you until you recover, if necessary to the end of the cover term. For cover terms beyond age 65, we'll only keep payments going beyond this age if you can't do certain very basic tasks.
- For plans set up on two lives you can choose to include this benefit on either or both lives.

What will stop the plan paying out?

- We may not pay a claim if you do not answer all questions truthfully, accurately and completely to the best of your knowledge when applying for your plan and when making a claim.
- We may not pay a claim if you do not tell us of a change to your:
 - health or family history
 - occupation, occupational duties or working abroad

- travelling abroad or country of residence, or
- taking part in any hazardous pastime

before the date on which the cover you are applying for starts.

- We won't pay a claim unless you tell us:
 - within one month of disablement for a waiver claim
 - within three months of diagnosis for a terminal illness claim.
- We won't pay a waiver claim if it is due in any way to HIV/AIDS or war. *Please see the 'Benefit Conditions: Exclusions' sections of the plan conditions for more details.*

'HIV' is the common abbreviation for 'Human Immunodeficiency Virus' and 'AIDS' is the common abbreviation for 'Acquired Immune Deficiency Syndrome'.

What will my payments be?

- Your quotation will show the payments you need to make for your chosen amount of cover.
- Your payments will depend on:
 - how much cover you need
 - how long you want it to last
 - your age, sex and whether you smoke or not
 - any extra benefits you choose.
- You can pay monthly or yearly by direct debit.

What are the charges?

- We allow for all charges, including the cost of providing the cover, and all expenses, such as commission, within the payments you make.

What if I stop paying?

- If you miss a payment we'll stop the plan straightaway.
- You won't get back any money.

What about tax?


- Under current tax rules, you're not liable to income tax or capital gains tax on your plan unless you sell it.
- If you die, the amount we pay out will form part of your estate for inheritance tax purposes. You can set up your plan in trust to help in inheritance tax planning.
- Tax rules may change.

Can I change my mind?

- You have a right to change your mind. We'll remind you of this by post when we set up your plan. You can cancel your plan up to to 30 days after you get our reminder.
- If you decide you don't want the plan, let us know in writing within the 30 days and we'll give you your money back.
- The easiest way to cancel is to complete the 'Cancellation Form' we send you with the reminder and return it to us. Or you can write to us at Friends Provident, PO Box 1550, Salisbury SP1 2TW but please remember to include your full name and address and state that you wish to cancel your Life Cover Plan.
- If you don't cancel within 30 days, your plan will continue as set out in these key facts and the terms and conditions.

How to contact us

- Remember your financial adviser will normally be your first point of contact.
- If you have any questions, you can phone us, send a fax or e-mail, or write to us.

 Call us on **0870 607 1352** at the following times:
Monday to Friday between 8am and 8pm
Saturday between 9am and 1pm.

We may record calls to improve our service.

 Fax us on **0870 531 4151**

 e-mail us at
customer.services@friendsprovident.co.uk

 Write to us at **Friends Provident, PO Box 1550, Salisbury SP1 2TW**

- To change your cover level, please write to us at the above address.
- To make a claim, please call **0870 607 1352** and ask to speak to our Claims Department. Or write to: **The Claims Department, Friends Provident, PO Box 1550, Salisbury SP1 2TW**. We'll send a claim form for completion and return. This will detail our requirements. For a life cover claim we'll always need the death certificate.

Other information

How to complain

- Please write to our Customer Relations Manager at Friends Provident, PO Box 1550, Salisbury SP1 2TW.
- If you're not satisfied with our response you can contact:

**Financial Ombudsman Service (FOS),
South Quay Plaza, 183 Marsh Wall,
London E14 9SR**

Telephone 0845 080 1800

Website: www.financial-ombudsman.org.uk

- Making a complaint won't affect your legal rights.

Terms and conditions

- This leaflet sets out the main points about Life Cover. It doesn't include all the definitions, exclusions, terms and conditions.
- If you would like a copy of the full terms and conditions, please ask your financial adviser or contact us direct.
- We have the right to change some of the terms and conditions. We'll write and explain if this happens.

Law

- The law of England and Wales will apply unless your plan documents show otherwise.

Language

- Our plan documents and terms and conditions are in English and all our other communications with you will be in English.

Compensation

- If a financial adviser recommends this plan, you have a legal right to compensation if the Financial Ombudsman Service decides it wasn't suitable for your needs at the time.
- You may qualify for compensation from the Financial Services Compensation Scheme if we become unable to pay claims against us because of financial difficulties. It'll depend on the nature of the business and the circumstances of the claim. The scheme covers most insurance contracts for 100% of the first £2,000 and 90% of the rest of the claim. You can get further information from the Financial Services Authority or from the Financial Services Compensation Scheme.

About Friends Provident

- Friends Provident Life Assurance Limited's main business is providing life assurance and protection products. It's entered on the FSA Register, number 110413.

Friends Provident Life Assurance Limited

Registered and Head Office: Pixham End, Dorking, Surrey RH4 1QA
Incorporated company limited by shares and registered in England number 782698
Authorised and regulated by the Financial Services Authority

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